

**POLICE CHIEF  
STUDY GUIDE**

A written examination for the class of **POLICE CHIEF** to be administered in **PINEVILLE** on **JULY 20, 2010**, will consist of approximately **120** multiple-choice questions. The examination will test your knowledge in the following subject areas:

<b>SUBJECT AREA/KNOWLEDGE</b>	<b>APPROXIMATE % OF EXAM</b>
<b>POLICE ADMINISTRATION</b>  Knowledge of the principles of effective police service administration, involving management theory and organizational behavior, planning and research, productivity evaluation, establishing a system for internal departmental controls; financial management; managing equipment, property, and supplies; and training.	27.5%
<b>PERSONNEL MANAGEMENT/EMPLOYEE RELATIONS</b>  Knowledge of accepted practices in personnel management and of the procedures for developing and maintaining an effective employee relations program, including recruitment and selection, performance evaluation, grievance resolution, and applicable provisions of civil service law.	15.0%
<b>INFORMATION MANAGEMENT/WRITTEN COMMUNICATIONS</b>  Knowledge of effective information management practices, including establishing policy for and overseeing a system for the preparation, control, and retention of records; and knowledge of the information gathering process and compilation of data into an effective written format for correspondence, reports, or other formal department communications.	9.2%
<b>PUBLIC RELATIONS/CRIME PREVENTION/COMMUNITY RELATIONS</b>  Knowledge of the effective public relations practices which foster a positive public image of the department through contact with the media, other agencies, and the public; and knowledge of the procedures involved in developing and conducting a crime prevention/community relations program to address the needs of the public.	11.7%

SUBJECT AREA/KNOWLEDGE	APPROXIMATE % OF EXAM
<b>SUPERVISION</b>  Knowledge of the practices and techniques used in effective supervision in order to plan, organize, direct, and evaluate the work of subordinates, to resolve conflicts, and to maintain discipline.	18.3%
<b>LAW ENFORCEMENT MANAGEMENT</b>  Knowledge of the procedures for managing and developing policy for the various law enforcement operations of the department, including patrol, traffic, criminal investigations, special operations, juvenile, and jail.	18.3%

### REFERENCE LIST

While the entire list of reference material will be useful to you in your preparation for the upcoming examination, the **majority** of test questions are sourced from those references listed under the Primary List.

### PRIMARY REFERENCE MATERIAL

**EFFECTIVE SUPERVISORY PRACTICES/Better Results Through Teamwork**, 777 North Capitol, Washington, DC 20005, 4th ed, 2005. (NOTE: May also be obtained through LSU Firemen Training Program).

**POLICE ADMINISTRATION**, Wilson, O. W. and McLauren, Roy C., McGraw-Hill Book Co., New York, N. Y., 5th ed., 1997.

**ADVANCED SUPERVISORY PRACTICES**, International City/County Management Association, 777 N. Capitol Street N.E., Suite 500, Washington, D.C. 20002-4201, 1992.

**SUPERVISION OF POLICE PERSONNEL**, Iannone N. F., Prentice - Hall, Inc.(Series in Criminal Justice), Englewood Cliffs, NJ 07632, 6th ed., 2001.

**LOCAL GOVERNMENT POLICE MANAGEMENT**, (Municipal Management Series), International City Management Association (ICMA), 1120 G St., N.W., Washington, DC 20005, 4th ed., 2003.

**EFFECTIVE PUBLIC RELATIONS**, Cutlip, Scott M./Center, Allen M./Broom, Glen M., Prentice-Hall, Inc., Englewood Cliffs, NJ 07632, 8th ed., 2000.

**MANAGEMENT AND SUPERVISION OF LAW ENFORCEMENT PERSONNEL**, Schroeder, Donald J., ph.d (Captain, ret.), Lombardo, Frank (Deputy Inspector, ret.), Strollo, Jerry (Captain, ret.), Gould Publications, 199 State Street, Binghamton, NY 13901, 1st Ed., 1995.

The local civil service board should make this study guide available to all applicants in whatever manner

the board deems appropriate.

While there are no provisions requiring this office to provide study guides for any competitive or promotional examinations, such material will be provided as a service to assist applicants in preparing for an examination. The State Examiner's office has no control whatsoever over the local availability of reference material (mentioned in the study guides), nor do we feel constrained to limit examination questions to only that material which is available locally. Examination content, weighting of subject areas, and length of examination, may vary with each administration of an examination to reflect any updated job analysis information. Percentages and numerical estimations are provided as approximations.